

**Congress of the United States**  
**Washington, DC 20515**

May 10, 2024

The Honorable Martin O'Malley  
Commissioner  
Social Security Administration  
6401 Security Boulevard  
Baltimore, MD 21235

Dear Commissioner O'Malley,

We write to question the need to close all Social Security Administration (SSA) offices at noon Friday, May 10, and again at noon on Friday, May 24 given the continued backlog the agency is facing. While progress has been made, we would hope you would agree that now is not the time to take a break.

With less than 48 hours advance notice, Congress was informed that you made the decision to provide all Social Security employees with administrative leave and shutter all SSA offices on the afternoons of Friday, May 10, and Friday, May 24. As a result, the public will be turned away from offices, telephones will go unanswered, claims will not be processed, and the more than 7,500 Americans who had appointments at SSA field offices scheduled for those afternoons - some of whom have already waited months - will have to wait longer. Most importantly, service for *all* Americans who need to conduct business with the SSA will be delayed as a result.

We are also extremely concerned about the short notice that has been provided to the public and to Congress about this decision and the effect that it will have on those who still show up to SSA offices seeking service. Your staff have confirmed that the decision to close the offices was only communicated to the public on May 8, barely two days before the May 10 closure, leaving those with appointments with little time to adjust and making it unlikely that the general public will be aware of the closure.


As such, we ask that you please respond to the following by no later than noon on May 24, 2024:

- 1) What has the SSA done to ensure that the public is aware of this decision on such short notice?
- 2) How many appointments with the SSA (whether field office, hearing, or other) were scheduled for the afternoons of May 10 and May 24?
- 3) How many incoming calls, field office walk-ins, field office appointments, and hearings was the SSA expecting on the afternoons of May 10 and May 24 that will now go unanswered or be delayed?
- 4) How will you treat those whose appointments will be rescheduled to ensure that they are not disadvantaged by this decision?

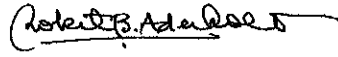
- 5) Under what specific legal authority are you exercising this decision?
- 6) How many hours of administrative leave will be used on those two afternoons and what is the dollar value of that leave to the American taxpayer?

Thank you for your prompt attention to this matter. If you or your staff have any questions, please contact Ways and Means Chief Social Security Counsel and Deputy General Counsel, Shaun Freiman, at 202-225-3625 or [shaun.freiman@mail.house.gov](mailto:shaun.freiman@mail.house.gov).

Sincerely,



A. Drew Ferguson, IV  
Chairman  
Subcommittee on Social Security  
Committee on Ways and Means



Robert B. Aderholt  
Chairman  
Subcommittee on Labor,  
Health and Human Services,  
Education, and Related  
Agencies  
Committee on Appropriations